

MODESTO AREA EXPRESS (MAX) PASSENGER SURVEY

If you've already completed a survey today, please do not complete another one.

POINT OF ORIGIN	DESTINATION
<p>1a. I started from:</p> <p><input type="checkbox"/> Home</p> <p><input type="checkbox"/> Work _____ (Company Name)</p> <p><input type="checkbox"/> School (which one?) _____</p> <p><input type="checkbox"/> Shopping _____ (store or shopping center)</p> <p><input type="checkbox"/> Medical/Dental Appointment</p> <p><input type="checkbox"/> Recreation/Visiting/Personal</p> <p><input type="checkbox"/> Other, not listed above _____</p>	<p>1d. I am going to:</p> <p><input type="checkbox"/> Home</p> <p><input type="checkbox"/> Work _____ (Company Name)</p> <p><input type="checkbox"/> School (which one?) _____</p> <p><input type="checkbox"/> Shopping _____ (store or shopping center)</p> <p><input type="checkbox"/> Medical/Dental Appointment</p> <p><input type="checkbox"/> Recreation/Visiting/Personal</p> <p><input type="checkbox"/> Other, not listed above _____</p>
<p>1b. Where is the place you started from? _____ and _____</p> <p>(Give cross streets, landmark, or address)</p> <p> City or Community _____</p>	<p>1e. Where is the place you are going? _____ and _____</p> <p>(Give cross streets, landmark, or address)</p> <p> City or Community _____</p>
<p>1c. How did you get to the bus stop where you boarded this bus?</p> <p><input type="checkbox"/> Drove Alone <input type="checkbox"/> Was dropped off</p> <p><input type="checkbox"/> Carpooled, then parked <input type="checkbox"/> Walked _____ blocks</p> <p><input type="checkbox"/> Transferred from bus/rail route # _____ (System/Route #)</p> <p><input type="checkbox"/> Other (specify) _____</p>	<p>1f. After you get off this bus, what will you do next?</p> <p><input type="checkbox"/> Drive Alone <input type="checkbox"/> Be picked up</p> <p><input type="checkbox"/> Carpool (ride with others) <input type="checkbox"/> Walk _____ blocks</p> <p><input type="checkbox"/> Transfer to bus/rail route # _____ (System/Route #)</p> <p><input type="checkbox"/> Other (specify) _____</p>

2. How often do you use MAX? ☐ 5 or more days per week ☐ 1 to 4 times per month
☐ 2 to 4 times per week ☐ Less than once a month
3. How long have you used MAX? ☐ First time on the bus ☐ 1-3 years
☐ Less than 1 year ☐ More than 3 years
4. Please check the three (3) most important potential service improvements.
- | | | |
|---|--|---|
| <input type="checkbox"/> Sunday Service | <input type="checkbox"/> Earlier AM service | <input type="checkbox"/> Later PM service |
| <input type="checkbox"/> Reduce travel time | <input type="checkbox"/> More shelters/benches | <input type="checkbox"/> Simpler routes/schedules |
| <input type="checkbox"/> More direct service | <input type="checkbox"/> More frequent service | <input type="checkbox"/> Better reliability |
| <input type="checkbox"/> Better accessibility for elders/disabled | <input type="checkbox"/> Other (specify) _____ | |
5. Did you have a car available for this particular trip? ☐ Yes ☐ No
6. Where would you like to go that the bus currently does not? (please describe) _____
7. What is your age? ☐ 14 and under ☐ 15 to 18 ☐ 19 to 24 ☐ 25 to 44
☐ 45 to 64 ☐ 65 to 79 ☐ 80+
8. What is your yearly **household** income? ☐ Less than \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999
☐ \$35,000-\$49,000 ☐ \$50,000 or more
9. How did you pay for this trip? ☐ Cash fare ☐ Daily pass ☐ Monthly pass ☐ Other
10. If you've been using MAX longer than 6 months, how do you like the new routes/schedules?
☐ Better than before ☐ About the same as before ☐ Worse than before
11. What is your opinion of MAX drivers' performance? ☐ Excellent ☐ Good ☐ Fair ☐ Poor

Thanks for your cooperation. Please leave survey in envelope or with driver.

Write any additional comments below.

Español

MODESTO DIAL-A-RIDE PASSENGER SURVEY

If you've already completed a survey today, please do not complete another one.

POINT OF ORIGIN	DESTINATION
<p>1a. I started from:</p> <p><input type="checkbox"/> Home</p> <p><input type="checkbox"/> Work _____ (Company Name)</p> <p><input type="checkbox"/> School (which one?) _____</p> <p><input type="checkbox"/> Shopping _____ (store or shopping center)</p> <p><input type="checkbox"/> Medical/Dental Appointment</p> <p><input type="checkbox"/> Recreation/Visiting/Personal</p> <p><input type="checkbox"/> Other, not listed above _____</p>	<p>1d. I am going to:</p> <p><input type="checkbox"/> Home</p> <p><input type="checkbox"/> Work _____ (Company Name)</p> <p><input type="checkbox"/> School (which one?) _____</p> <p><input type="checkbox"/> Shopping _____ (store or shopping center)</p> <p><input type="checkbox"/> Medical/Dental Appointment</p> <p><input type="checkbox"/> Recreation/Visiting/Personal</p> <p><input type="checkbox"/> Other, not listed above _____</p>
<p>1b. Where is the place you started from? _____ and _____</p> <p>(Give cross streets, landmark, or address)</p> <p>City or Community _____</p>	<p>1e. Where is the place you are going? _____ and _____</p> <p>(Give cross streets, landmark, or address)</p> <p>City or Community _____</p>
<p>1c. How did you get to the bus stop where you boarded this bus?</p> <p><input type="checkbox"/> Drove Alone <input type="checkbox"/> Was dropped off</p> <p><input type="checkbox"/> Carooled, then parked <input type="checkbox"/> Walked _____ blocks</p> <p><input type="checkbox"/> Transferred from bus/rail route # _____ (System/Route #)</p> <p><input type="checkbox"/> Other (specify) _____</p>	<p>1f. After you get off this bus, what will you do next?</p> <p><input type="checkbox"/> Drive Alone <input type="checkbox"/> Be picked up</p> <p><input type="checkbox"/> Carpool (ride with others) <input type="checkbox"/> Walk _____ blocks</p> <p><input type="checkbox"/> Transfer to bus/rail route # _____ (System/Route #)</p> <p><input type="checkbox"/> Other (specify) _____</p>

- Approximately how long ago did you call for this ride?
 - ☐ less than 2 hours
 - ☐ 2 to 4 hours
 - ☐ More than 4 hours
 - ☐ Regular rider (did not call ahead)
- Did the bus arrive within the time MODESTO DIAL-A-RIDE said it would?
 - ☐ Yes
 - ☐ No, the bus was later than promised
 - ☐ No, the bus was earlier than promised
- If the bus was late or early, how much did the arrival time differ from the promised time.
 - ☐ Less than 5 minutes
 - ☐ 5 to 10 minutes
 - ☐ 10 to 15 minutes
 - ☐ More than 15 minutes
- Did you have a car available for this particular trip? ☐ Yes ☐ No
- How often do you use MODESTO DIAL-A-RIDE?
 - ☐ 5 or more rides per Week
 - ☐ 1 to 4 times per Week
 - ☐ 1 to 4 rides per Month
 - ☐ Less than once a Month
- Please check the three (3) most important potential service improvements.
 - ☐ Early Morning Service
 - ☐ Later Evening Service
 - ☐ More/better information about service
 - ☐ Better accessibility for elders/disabled
 - ☐ Shorter Ride Time
 - ☐ Better vehicles
 - ☐ Extend the service area
 - ☐ Other (specify) _____
 - ☐ Change service to a fixed route
 - ☐ Shorter reservation time
- Do you have any physical handicap/disability that makes it difficult for you to use public transportation?
 - ☐ Yes
 - ☐ No
- What is your age? ☐ 14 and under ☐ 15 to 18 ☐ 19 to 24 ☐ 25 to 44 ☐ 45 to 64 ☐ 65 to 79 ☐ 80+
- What is your yearly household income? ☐ Less than \$15,000 ☐ \$15,000-\$24,999 ☐ \$25,000-\$34,999 ☐ \$35,000-\$49,000 ☐ \$50,000 +
- We welcome your suggestions for improving MODESTO DIAL-A-RIDE. Please comment below.

THANKS FOR YOUR COOPERATION. PLEASE LEAVE THIS FORM WITH DRIVER.

Español 